Zendesk

Zendesk Configuration

- Log into your admin session on Zendesk and go the administration center (click on the four squares in the top right corner and then on admin center)
- Go the Security tab and then on Single Sign On
- Click on configure next to the SAML button
- Complete the following parameters:
  - SAML SSO URL:

```
https://mydomain.trustelem.com/app/33XXXX/sso
```

  - Remote logout URL:

```
https://mydomain.trustelem.com/app/33XXXX/on_logout
```

  - Certificate fingerprint:
  - Download the certificate [here]
  - Find the certificate fingerprint by using Microsoft Management Console for example
- In Security for Staff members and End users you can chose to activate the external authentication via SAML by checking Single sign-on and then SAML

Trustelem Configuration

- Change the EntityID by replacing domain-name by your Zendesk domain name
- Do the same for the Assertion Consumer Service
- In Custom scripting, you can change the script to customize the SAML response message. For example to send a role:

```
  function CustomSAMLResponse(msg: SAMLResponse, user: User, groups: Groups, deny: Deny): void
{
  msg.setAttr("role","admin");
}
```

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